

038 - DATA SYSTEMS DEVELOPMENT PROJECTS

Operational Summary

Description:

This budget unit funds major County Information Systems development efforts, significant system upgrades and ongoing operations and maintenance of the CAPS system. Projects are recommended on the basis of providing cost reduction or avoidance, improving service levels and utilizing non-County general funding sources.

At a Glance:

Total FY 2002-2003 Actual Expenditure + Encumbrance:	13,910,003
Total Final FY 2003-2004 Budget:	14,876,440
Percent of County General Fund:	0.61%
Total Employees:	0.00

Fiscal Year FY 2002-2003 Key Project Accomplishments:

- Continued planning for the replacement of the County's financial and Human Resources system, including a detailed fit analysis for the financial system.
- Implemented automated requisition process for the Health Care Agency that is fully integrated with the County financial system.
- Implemented new enterprise wide platform for the virtual timesheet that will make the system available to all County agencies and departments at a reduced cost.
- Continued to expand the County's online recruitment system and expand and improve other e-government services.
- Continued with major improvements to the Assessment Tax System, including integrating various systems and processes and simplifying the user interface.
- Began development of a new geographic information system for the Assessor.
- Implemented an automated text repository for all Purchasing contracts and documents currently in use by CEO Purchasing.
- Continued security assessments of agency/department networks.
- Completed bidding process for new Online Training Management system.
- Negotiated a significant cost reduction in the Pictometry aerial photography product and completed new photographic database.
- Added District Attorney to the County ATM network.
- Supported Hay IT study (recruitment and salary issues) by developing requirements for the IT Job Family Classification system.
- Upgraded the CEO Hall of Administration network.
- Supported further enhancement of the Comprehensive Agenda Management Solution (CAMS).

Budget Summary

Changes Included in the Base Budget:

See project matrix for FY 03-04 project submittals.

Final Budget and History:

Sources and Uses	FY 2001-2002 Actual Exp/Rev	FY 2002-2003 Budget As of 6/30/03	FY 2002-2003 Actual Exp/Rev ⁽¹⁾ At 6/30/03	FY 2003-2004 Final Budget	Change from FY 2002-2003 Actual	
					Amount	Percent
Total Revenues	0	2,955,090	0	0	0	0.00
Total Requirements	15,342,873	16,865,093	14,055,255	14,876,440	821,185	5.84
Net County Cost	15,342,873	13,910,003	14,055,255	14,876,440	821,185	5.84

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2002-03 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Detailed budget by expense category and by activity is presented for agency: Data Systems Development Projects in the Appendix on page 466.

Highlights of Key Trends:

- In FY 03-04, major County Information System development efforts continue to be funded while meeting the 2003 Strategic Financial Plan Net County Cost Limit. We continue to focus technology on business process improvement and meeting customer requirements.
- Projects include: Continued expansion and upgrades of the ATM High Speed Network.
- Increased use of web based workflow to increase efficiency and reduce costs.
- Continue upgrade of legacy financial and human resources systems to new versions that provide easy use of web browser access.
- Improved access to documents and forms using document scanning technology.

FY 2003-2004 Information Systems (Fund 038) Final Budget Recommendations

Project Number	Agency 038 Organization	Title of Request	Department Requested Amount	CEO Recommended Amounts					Recommendations/Comments	
				Fund 038 Budget		Funded in Agency Budget		Total		
				County General Amount	Other Revenue		Amount			Agency/Source
					Amount	Source				
COUNTYWIDE SUPPORT PROJECTS										
1	955	CAPS Operations and Maintenance Budget	\$ 10,800,000	\$ 10,800,000	\$ 0		\$ 0	\$ 10,800,000	Approve. Annual operation and maintenance costs for Countywide budgeting, accounting, purchasing, human resources, and payroll system. Amount will be reduced based on any reductions of main frame billing rates.	
2	N/A	CAPS Advantage 3.3 Upgrade	4,100,000	0	1,400,000	Fund 019-Capital Acquisition Financing	0	1,400,000	Approve. Funding is necessary to ensure the County's core administrative information systems stay current with technology and are focused on meeting the business needs of the County's departments and agencies. AMS has announced that they will drop support of their Advantage 2.x product, currently deployed at the County, in July of 2005. If the County does not upgrade maintenance costs, and the risk of the systems not functioning properly, will increase over time after AMS drops support. Upgrading CAPS using the existing software vendor, AMS, will cost significantly less than switching to a new vendor (\$11.9 million vs. an estimated \$40-\$50 million for total project cost). The estimated \$11.9 M total cost of the project will be financed (estimated cost of project for FY 03-04 is \$4.1 M). The financing payments for FY 03-04 are estimated at \$1.4 M, to be paid from Fund 019 - Capital Acquisition Financing.	
3	202	Network Security Improvements	300,000	300,000	0		0	300,000	Approve. Maintain and improve security of County network and data which stores significant amounts of sensitive or private information such as health care info., criminal data, and property assessment/ownership data. Audit Oversight Committee has requested analysis of the County's network security. A Contractor has been hired to perform the analysis and findings will be issued in a report shortly. Funds will also provide for implementation of recommended actions.	





FY 2003-2004 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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				County General Amount	Fund 038 Budget		Funded in Agency Budget			Total
					Amount	Source	Amount	Agency/Source		
4	305	Upgrade of Online Recruitment System/Applicant Tracking	316,160	316,160	0		0	316,160	Approve. Represents continuation of a multi-year project, anticipated as the final year of significant funding investment to this project. Improve existing online recruitment system to include online forms/workflow capability, email communication to applicants and recruiters, applicant tracking functionality and an interface to AHRS. These improvements will speed up the recruitment process by the use of automatic emails and workflow, improve customer service by providing more information to the applicant and further reduce staff time spent on clerical or support tasks. An estimated \$550,000 annual savings, primarily in staff time is projected to be realized by FY 04-05. Savings in staff time will avoid future needs for increased staffing in this area. Existing staff will be able to focus more on strategic recruitments.	
5	400	Paperless Forms/Workflow Implementation	250,000	250,000	0		0	250,000	Approve. Support initial pilot projects for online forms/ automated workflow processes in order to reduce costs and leverage the County's existing investment in Adobe/ Accellio forms/workflow software. Studies indicate that costs can be reduced by 20 to 30% by moving forms online and implementing automated workflow. The Auditor/Controller, Assessor and Probation have identified a number of forms, including the mileage expense claim form and other purchasing documents as potential opportunities for cost savings. In addition, the Labor Management Committee (LMC) has identified the electronic distribution of paycheck stubs and associated attachments as a major cost savings idea.	
6	101	Wireless Communication Pilot Project	350,000	350,000	0		0	350,000	Approve. Represents continuation of a multi-year project. Funding for pilot project for wireless technology has the potential to reduce costs and increase the effectiveness of the County's mobile work force. Having access, and the ability to update, County data in real time would be a boon to social service workers, restaurant inspectors, building inspectors, real property appraisers and probation officers. This would in turn increase our service level to the public by improving public health and safety, making it easier to comply with County regulations and generally making County processes faster and more accurate.	

FY 2003-2004 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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7	401	Identification Provisioning & Management	500,000	500,000	0		0	500,000	Approve. There is presently no automated method within the County for enterprise-wide management of user identifications, passwords, authorizations, roles and other information which would be critical for implementing large scale processes such as workflow for financial transactions, employee portals or vendor / business partner input to County business processes. The goal of this project is to provide for a standardized, easy, efficient and secure method for provisioning and managing user information. It is expected that an enterprise-wide deployment of an identity provisioning and management system will provide significant savings.	
8	402	Pictometry	105,000	105,000	95,000	Cost-Applied to participating Agencies/ Depts	0	200,000	Approve. Fund a two year extension of the initial Pictometry contract, at a 40% reduction in price, to give the County more time to evaluate this product. County agencies that currently use Pictometry will fund approximately 50% of \$200,00 total cost for this project. The County has found Pictometry to be a very efficient and cost effective tool in a number of areas, including environmental planning, real estate development, intersection analysis, and support of the law and justice community in criminal prosecutions and other criminal justice activities. There are several other agencies that have an interest, but have not evaluated the product to the extent that they are willing to budget monies for it.	
9	403	Automated Requisition/ Workflow	250,000	250,000	0		0	250,000	Approve. Currently the County does not use a standard requisition document. Proven successful, as a pilot project HCA has implemented the baseline CAPS requisition (GUI version) with automated work flow and object (document) attachment. Requisitions that used to take up to a week to process can now be processed in hours. These requisitions are also fully integrated into the County financial system and can automatically generate purchasing documents, eliminating double entry of document information. The purpose of this request is to provide funds to implement this process in other County agencies. Benefits from this project will include, a faster and less expensive purchasing process, less time spent distributing paper requisitions and other documents and a reduction in required data entry.	





FY 2003-2004 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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					Amount			Source		
10	404	Purchasing Text Project	150,000	150,000	0		0	150,000	Approve. Implement the OnBase Purchasing text repository at the Agency level. This electronic text repository, currently in use by CEO/Purchasing, provides efficient and effective storage and retrieval of all documents related to any specific purchase. Retrieval of a contract or other purchasing document that may currently take several days, will now be instantaneous. Funding will provide for necessary training, hardware and implementation support to at least three County agencies in FY 03-04 and develop support for a County-wide implementation.	
11	405	HR Online Personnel Records Rollout	100,000	100,000	0		0	100,000	Approve. CEO/HR and IT have worked together to develop an OnBase repository of County Personnel Records. This project will provide instant access to agency staff to all personnel records/documents. This represents a significant savings of time and effort in the retrieval of documents in much the same way as the Purchasing Text Repository outlined above. This request provides funds to support the rollout of this database to County Agencies/ Departments.	
12	406	Content Management Pilot Project	158,080	158,080	0		0	158,080	Approve. The County currently has over 15,000 web pages posted on the Internet. Updating the content of these pages is a costly and time-consuming effort. Typically content is developed by County staff and forwarded to a software developer who codes the information into the current HTML page for posting. A migration request is then submitted to data center staff that performs the migration. We estimate that the CEO office alone spends approximately \$243,000 each year updating web content. The County is currently evaluating bid responses for the purchase of a content management software package. The software will allow end users to post their own content directly to the Internet web server, with appropriate automated approval processes. When fully implemented we estimate that this would save the CEO office approximately \$85,000 each year in software developer time.	

FY 2003-2004 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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					Amount	Source				
ASSESSOR										
13	N/A	Assessment Tax System	\$ 1,038,500	\$ 0	\$ 1,038,500	AB 589- Property Tax Admin. Grant Program	\$ 0	\$ 1,038,500	Approve. Represents multi-year project (FY 04-05 & FY 05-06 estimated to be \$2,077,000). Enhance Assessor's segment of the current ATS by integrating various systems and processes and simplifying the user interface. This Phase will include system design, programming, training, testing and implementation, purchase and installation of additional hardware and software. (Previously approved Strategic Priority). It is anticipated that this project will be offset by State AB 589 - Property Tax Administration Grant Program.	
AUDITOR-CONTROLLER										
14	N/A	2% Pool Case	\$ 200,000	\$ 0	\$ 0		\$ 0	\$ 0	Defer pending timing. As a result of a recent court decision, the County faces the possibility of issuing approximately 1 million refunds totaling almost \$300 million to property owners in the County. Much is still uncertain. What is known is that the impact in term of labor hours to complete the process will be significant. The objective of this project is to: 1) Provide detailed analysis of the impact of the final disposition of the case and 2) Create automated processes for identifying property owners and issue refunds if directed to do so.	
CLERK OF THE BOARD										
15	109	Comprehensive Agenda Management Solution (CAMS) - Enhancements Phase II	\$ 100,000	\$ 100,000	\$ 0		\$ 0	\$ 100,000	Approve. Funding requested to implement a number of enhancements to CAMS. Beginning with project development and through implementation, the CAMS User Group has met regularly to discuss policies, procedures and maintenance of the system. From early system design it was recognized that given the complexity of the process being automated and the unique needs of departments, not all requirements could be identified and included in initial project roll-out. Therefore, a phased approach was utilized to prioritize functionality and spread the cost of development over multiple years. Now that COB, CEO, County Counsel and the user departments have gained experience in utilizing CAMS, a number of modifications/enhancements have been identified to meet existing requirements, improve system functionality and to provide additional agenda management tools.	





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DISTRICT ATTORNEY										
16	407	Integrated Criminal Justice System	\$ 350,000	\$ 350,000	\$ 0		\$ 0		\$ 350,000	Approve. Represents Phase II of a multi-phase project. (Phase I implemented during FY 02-03 was funded via Prop 172). This phase of the Integrated Criminal Justice System will automate exchanging data between the District Attorney's Case Management System and Superior Court's Vision System. The 2001 Orange County Integrated Law & Justice Implementation Plan was a cooperative project of each criminal justice entity and defined which organization created the information and those organizations needing it. Implementing this project is the initial phase of the Orange County Integrated Law & Justice Implementation Plan and eventually plans to automate filings of all police reports directly with the District Attorney and communicating the result of filing decisions, court hearings, and probation actions to every entity in the criminal justice community.
17	408	Automate Subpoena Response	102,000	102,000	0		0		102,000	Approve. The Case Management System has the ability to provide files to an automated voice mail attendant that can record responses for civilians who are subpoenaed as witnesses for court appearances. These responses will eliminate the need for attorney clerks to contact each witness when there is a change in a hearing date.
HOUSING/COMMUNITY DEVELOPMENT										
18	409	Comprehensive H&CD Application	\$ 239,000	\$ 239,000	\$ 0		\$ 75,000	Misc. Grant Funds	\$ 314,000	Approve. Funding to purchase a designed, comprehensive software application to administer the multi-tiered projects. This application will encompass data gathering, analysis and dissemination of information to our partners in the community. The system would also be designed to connect to the HUD mandated IDIS system (Integrated Data and Information System). HUD requires all grantees to report accomplishments, spending and receipts through the IDIS system. This system tracks the utilization of funds by project, national objective and provides running totals of expenditure and balances. Proper utilization and accurate reporting in this system are key elements to receiving future funding. The Department will fund \$75,000 of the project cost from various grant sources.
INTEGRATED WASTE MGMT DEPT ENTERPRISE										

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19	N/A	Landfill Information Systems Technology Study - Phase II	\$ 400,000	\$ 0	\$ 0	\$ 400,000	IWMD Fund 299	\$ 400,000	Approve. Represents Phase II of a multi-year project. In FY 02-03 the new replacement landfill system was implemented. During FY 03-04 a feasibility study will be conducted to determine the cost benefit of additional fee collection automation to improve customer service, including the possibility of unattended commercial lanes. Cost-effective and feasible improvements will be implemented during the FY 03-04 time period.	

PLANNING & DEVELOPMENT SERVICES

20	410	Automated Permitting and Planning Systems (APPS) - Phase IV	\$ 671,706	\$ 400,000	\$ 0	\$ 0		\$ 400,000	Approve at reduced level. Represents continuation of Phase IV of project. This system is a centralized information system designed to (eventually) manage all transactions (including record data and document images) related to Permits, Planning Applications and Code Enforcement cases. The following Phase IV (R) modules remain to be completed: Permit Plan Check Expiration/Extension, Expansion of the Fee Tracking System to other permit types, Integration of new Revision Processing Procedures. Funds approved to complete the final phase of this project. (Previously approved Strategic Priority).
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PROBATION

21	09	Document Image PFS Files	\$ 406,200	\$ 406,200	\$ 0	\$ 0		\$ 406,200	Approve. Represents second year of a multi-year project. Document imaging technologies will eliminate the critical office floor space required for the storage of case files (nearly 13,000 sq. feet of office space at this time), and significantly improve the access and availability of the documents within the case files for the many probation staff who have need to access these files. (The Department operates offices in over 20 locations throughout the County). In addition, the document imaging technology will provide an automated and regular method to archive these files into a more cost effective, offline storage media. Printing, routing, copying, and faxing, functions will also be accommodated via network based processes thereby further reducing the office support staff requirements.
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PROPERTY & CASUALTY RISK ISF





FY 2003-2004 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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					Amount	Source	Amount	Agency/Source		
22	N/A	Liability Data Base Replacement	\$ 200,000	\$ 0	\$ 0	\$ 200,000	Property & Casualty ISF 294	\$ 200,000	Approve. This project is a rebudget item from FY 02-03. Funding to purchase a commercially available claims management software that would allow staff to access critical information on-line and support accurate responses to data inquiries. Current system is limited in its claims management capabilities and has continued to require costly fixes in order to meet increasing management information demands. Software will support standardized claims data reporting and will result in long-term cost avoidance and short-term cost savings.	
PUBLIC FACILITIES & RESOURCES										
23	N/A	Document Imaging System - Phase III	\$ 520,000	\$ 0	\$ 0	\$ 520,000	Road (Fund 115), Flood (Fund 400) & HBP (Fund 405)	\$ 520,000	Approve. Represents Phase III of a multi-year project. This phase of the Document Imaging System will be implementation of an electronic data management systems (EDMS) to reduce or eliminate paper handling in the department to enable more efficient operations that will reduce department costs and enable the public to access certain public documents via the Internet.	
SHERIFF-CORONER										
24	N/A	Mobile Data Computers	\$ 5,408,154	\$ 0	\$ 0	\$ 5,408,154	\$3.2 M Contract Cities & \$2.2. M from Fund 14B	\$ 5,408,154	Approve. This project is a rebudget item from FY 02-03. Represents final implementation phase of a 3-year project. (FY 00-01 purchase of 32 units; FY 01-02 testing and purchase of 132 more units). FY 02-03 includes purchase of 186 + units, public-side frame relay and interface w/ existing CAD/RMS, and integration for high-speed data transfer of software updates and large files to/from field equipment via WLAN. Uses digital terminal and Global Positioning System (GPS) technology to dispatch patrol units. Project will increase officer safety, improve response times, provide secure dispatch communications, eliminate unnecessary voice radio traffic and will allow quick data recall, and ability to send & receive documents and images over the air.	
25	N/A	Automated Timekeeping System	2,000,000	0	0	2,000,000	Fund 14B - Public Sales Tax Revenues	2,000,000	Approve. This project is a rebudget item from FY 02-03. Request to upgrade current in-house payroll system designed in 1984 to handle 1,100 employees which has now grown to 3,700 employees. Current system is not compatible with the County's GHR system.	

FY 2003-2004 Information Systems (Fund 038) Final Budget Recommendations (Continued)

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26	N/A	Statistical Tracking & Evaluation System	300,000	0	0	300,000	Fund 144 - Inmate Welfare Fund	300,000	Approve. This project is a rebudget item from FY 02-03. Develop statistical tracking and evaluation system to document and analyze inmate participation in Unit programs while incarcerated, their continuation of such programs in the community following release, and the level to which participants show a reduced recidivism or increased time between incarcerations.	
TREASURER-TAX COLLECTOR										
27	N/A	Assessment Tax System Re-Engineering	\$ 1,062,760	\$ 0	\$ 1,062,760	AB 589-Property Tax Admin. Grant Program	\$ 0	\$ 1,062,760	Approve. Represents continuation of a multi-year project. The Assessment Tax System (ATS) is a Mainframe system that provides online inquiry and online/batch update capability for all Tax Rolls- it is shared by the Agencies of the Assessor, the Auditor-Controller, the Treasurer-Tax Collector and the Clerk of the Board. The scheduled plan for FY 03-04 is to utilize consultants and business-modeling software that will assist Auditor-Controller and Treasurer-Tax Collector staff to develop a road map for future enhancement / functional development of the ATS System and to incorporate remaining significant functional processes that were deferred during the original ATS development project due to other priorities. (Previously approved Strategic Priority). It is anticipated that this project will be funded from State AB 589 - Property Tax Administration Grant Program.	
28	N/A	Web Access for Property Tax Information System	675,000	0	675,000	AB 589-Property Tax Admin. Grant Program	0	675,000	Approve. Recommend that PTA Departments utilize anticipated AB 589 Grant funds to cover the cost of system. Represents continuation of a multi-year project. In FY 02-03 an integrated property tax information and payment Web-Site was developed jointly with the Clerk of the Board, Tax Collector and Auditor-Controller in order to provide an efficient one-stop Orange County Web-site for all property tax business. Plan for FY 03-04 is to continue to incorporate remaining significant functional processes that were deferred during the original Web development project due to other priorities. (Previously approved Strategic Priority). It is anticipated that this project will be funded by State AB 589 - Property Tax Administration Grant Program.	





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					Amount	Source				
		Total	31,052,560	14,876,440	4,271,260	AB 589- Property Tax Admin. Grant Program	8,903,154	28,050,854		